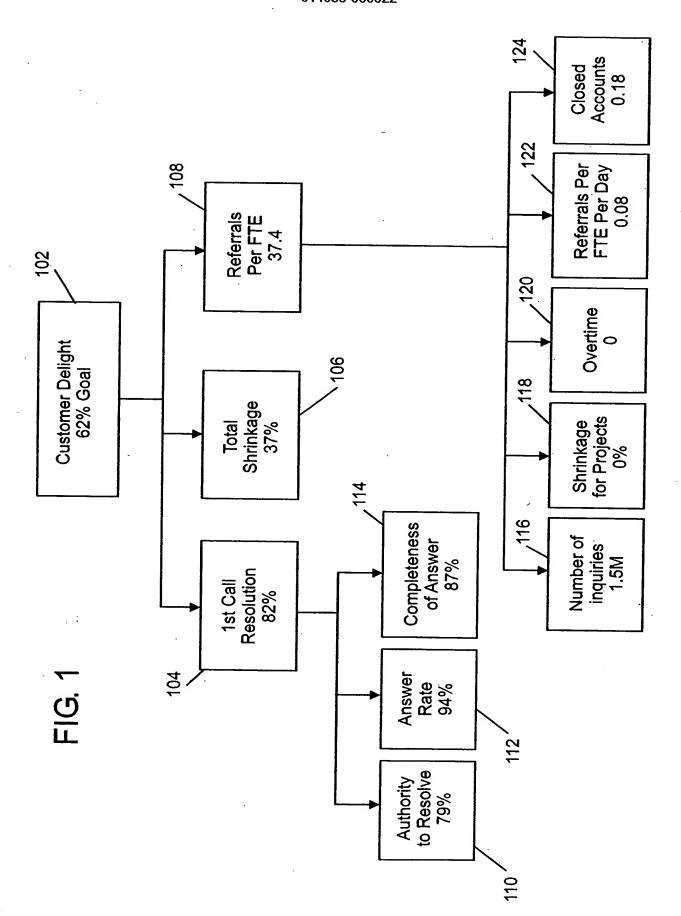
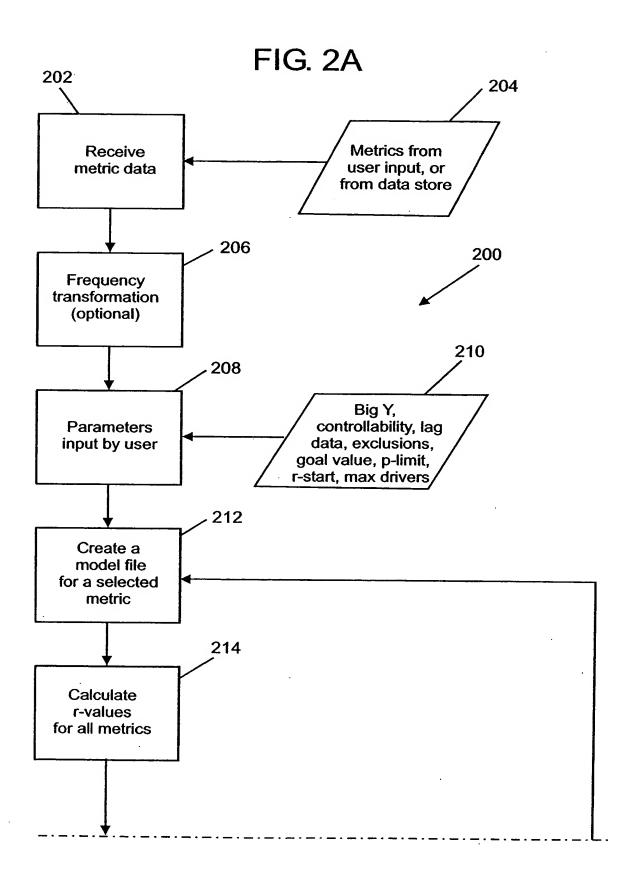
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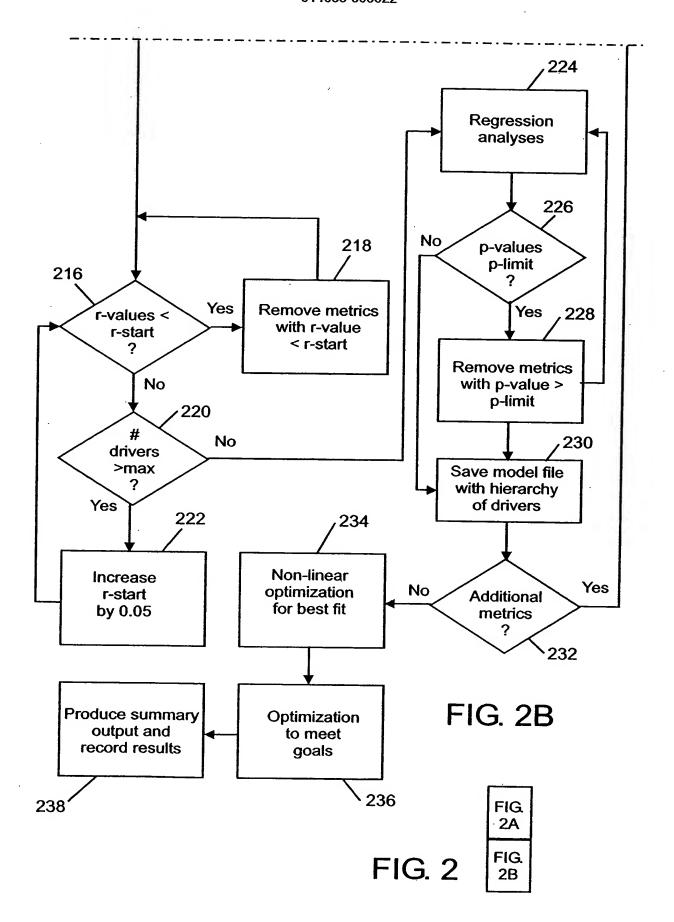


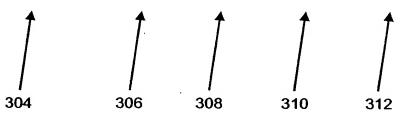
FIG. 3

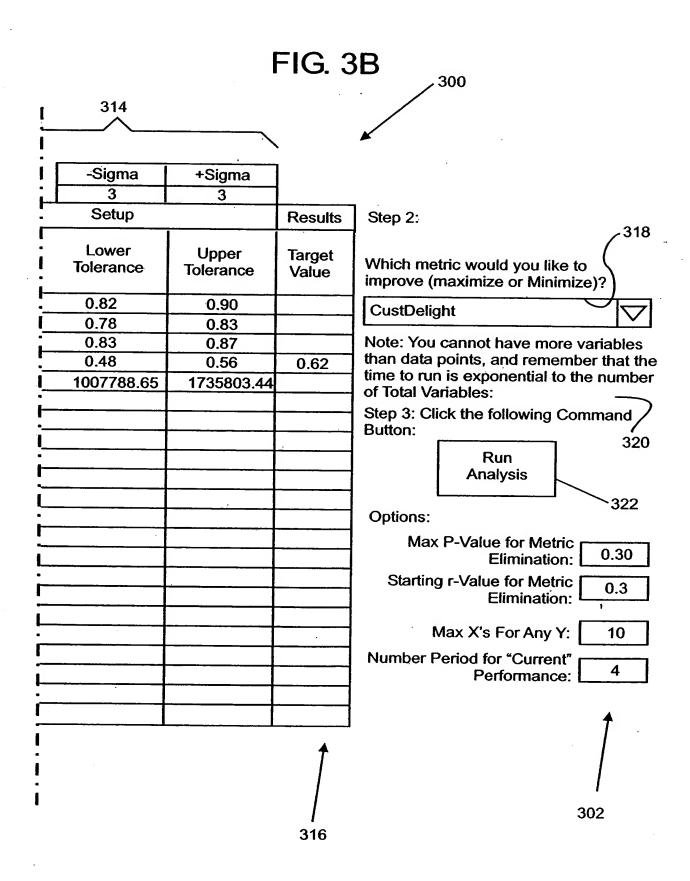
FIG. FIG. 3A 3B

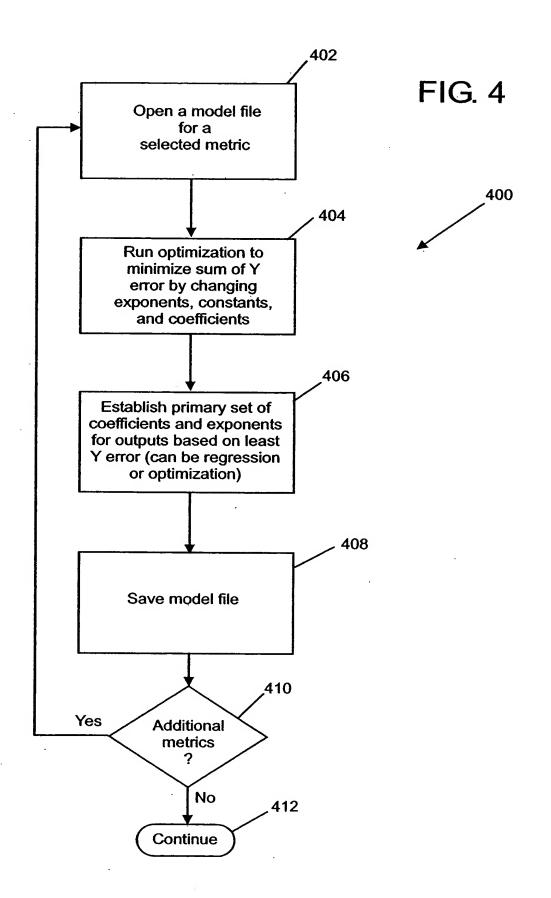
FIG. 3A

Step 1:	
Setup the parameters of the analys	is

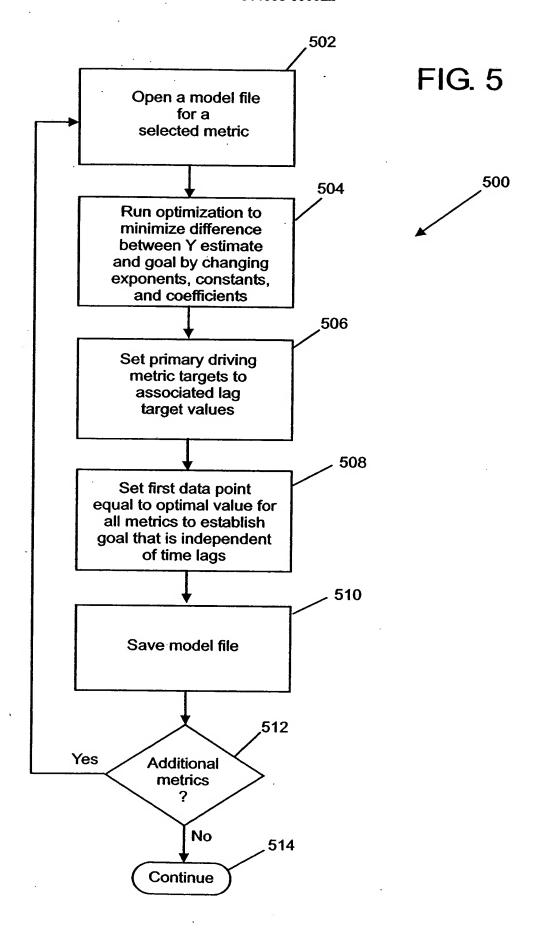
Metric	Exclude?	Controll- able?	Create Lag Affects?	Lag Period (1-30)	Average Value	
FirstCallResoution	No	Yes	Yes	4	0.86	
AuthResolve	No	Yes	Yes	4	0.81	
Completeness	No	Yes	Yes	4	0.85	
CustDelight	No	Yes	Yes	4	0.52	
Numinq	No	No	Yes	4	1371796.50	1
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		•
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		
	No	Yes	Yes	4		_
	No	Yes	Yes	4		







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